

Charles Mathis

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Personal Profile

Senior Technical Support Engineer and Team Lead with over 5 years expertise in developing tailored solutions for complex customer environments in a 24x7 global support environment. Adept at resolving issues through meticulous analysis, collaboration with cross-functional teams, and leveraging emerging technologies to optimize performance. Serves as a subject matter expert on software offerings and is a key contributor to million-dollar deal closures. Experienced in providing support for cloud applications in highly varied Azure environments. Skilled in managing customer-facing support operations, spearheading new initiatives, and creating internal tools to enhance efficiency and customer satisfaction. Passionate about exploring Machine Learning and Artificial intelligence through side projects that improve day-to-day life.

Experience

HPE

Boston, Massachusetts

Senior Technical Support Engineer

Dec 2021 - Current

- Own case outcomes and deliver root cause analysis for Zerto software solutions to meet Service Level Agreement requirements and customer needs.
- Resolve complex issues and deliver optimal solutions through proactive customer engagement, log analysis, issue re-production, technical research, and engineering engagement.
- Participate in numerous internal action committees aimed at spearheading new customer initiatives, designing internal and external product training, streamlining process improvements, and Zerto business integration into HPE.
- Facilitate closing million-dollar deals by providing critical support in integration, configuration, and delivering technical solutions to diverse customer environments.
- Lead strategic customer projects by collaborating with key stakeholders, defining project scope and objectives, and ensuring timely delivery of tailored solutions that align with customer goals.
- Serve as a lead subject matter expert on emerging software offerings and established as a trusted technical lead among fellow engineers.
- Manage and support US government contracts, ensuring compliance with federal regulations, conducting risk assessments, and providing tailored solutions.
- Scripted internal support tools to increase effectiveness and reduce time to resolution for customers, saving an estimated 780 human-hours per year.

iXsystems

Maryville, Tennessee

Technical Support Engineer

Jun 2018 - Jan 2020

- Offered advanced technical support for TrueNAS systems, including deployments, migrations, and troubleshooting complex technical issues.
- Engineered an in-house web service to generate and store customer licenses utilizing MySQL and Python Flask as a back-end API, and Angular JS as a front-end interface.
- Cultivated proficiency in troubleshooting and diagnostics across networking, directory services, sharing protocols, hypervisors, and cloud environments for effective issue resolution.
- Supported high-availability environments by implementing redundancy and failover strategies, minimizing downtime for mission-critical applications.
- Served as a technical consultant to assist in data analysis and processing of sales, hardware production, and support databases to create reports that enables the company make informed business decisions.

Education

Florida State University

Tallahassee, Florida

Bachelors of Science, Physical Science

2014 - 2017

Certifications and Skills

Skills: Python, Linux, Git, SQL, Azure, RESTful API, Grafana, Prometheus, Root Cause Analysis, Strategic Project Development and Execution, Cross-Functional Team Collaboration, System Administration

Certifications: Microsoft Certified: Azure Fundamentals, Azure Data Fundamentals, Azure AI Fundamentals